

User's Guide for Participants of CEPOL Residential Training Activities

INTRODUCTION

It is CEPOL's mandate to support, develop, implement and coordinate training for law enforcement officials in order to promote thus the strengthening of cross-border cooperation in the fight against crime throughout the European Union. This is stipulated in the Regulation (EU) 2015/2219 of the European Parliament and of the Council of 25 November 2015 on the European Union Agency for Law Enforcement Training (CEPOL) and replacing and repealing Council Decision 2005/681/JHA¹.

This Guide is intended to provide guidance to Participants of CEPOL's Residential Training Activities (RTA). It aims to inform the Participants about their rights and obligations, the rules and procedures, and the services that CEPOL provides to facilitate their learning. Participants will receive the Guide together with the Invitation Letter forwarded by the CNU. These are listed in CEPOL's Annual Training Catalogue (available on CEPOL's website and via CNUs), which is based on the outcomes of a regularly implemented training needs analysis procedure.

The Guide is divided into three chapters, and notably:

- 1 - *Before the Residential Training Activity* describing the expenses carried by CEPOL, the nomination procedure, the invitation documents, the prerequisites for nomination, stipulations concerning travel and accommodation, cancellation and postponement as well as justification of absence, registration for and provisions on the CEPOL e-Net and Learning Management System (LMS), and some general guidelines.
- 2 - *During the Residential Training Activity* describing the roles and responsibilities of the Activity Manager, obligations and rights of the Participants, the procedures concerning the assessment and the certificate as well as those concerning incidents and complaints during and at the end of the RTA.
- 3 - *After the Residential Training Activity* describing the need for cascading, the availability of the LMS and the post-course assessment.

This version of the User's Guide for Participants of CEPOL Residential Training Activities follows the ISO 29993 Standard.

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Detlef Schröder
Executive Director

¹ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32015R2219>

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1 - Before the Residential Training Activity

1.1 Expenses

- a) **Entitlement:** CEPOL, as a learning service provider and in line with its mandate and regulations, covers the costs for Participants originating from the EU Member States which adopted the CEPOL Regulation, on average for one Participant per country, and more in case there are extra places available. This includes expenses for international travel, accommodation, meals and, depending on the Organiser's decision, transfer from the airport/train station/ bus station to the hotel/venue as well as other local transport; for Participants from Candidate Countries, CEPOL covers international travel expenses; for Participants from any other countries, or also from other EU Agencies or from international organisations, all expenses must be covered by the sending authority, if not expressly indicated otherwise. No further tuition costs will be charged.
- b) **Transfer:** If transfer from the place of arrival and the hotel/venue are not covered by the Organiser, complete information about public transport options and prices will be made available to the Participants before they travel.
- c) **Domestic transfer:** The costs for domestic transfer for the Participant from the place of duty to the place of departure for international travel shall be covered by the Participant's sending authority where the distance between the two places does not exceed 300 km. Where it exceeds 300 km, the travel becomes part of international travel. If the RTA takes place in the Participants' own country, CEPOL shall cover national travel costs as far as they exceed 300 km. In that case, the Participant will need to send a Registration & Travel Request (RTQ) form to the Organiser.
- d) **Local transport:** Transport between the hotel and the venue, if required, will also be covered by CEPOL. Any other local transport outside of the RTA will need to be covered by the Participants themselves.
- e) **Meals:** Costs for meals taken by the Participant outside of the ones provided by the Organiser are at the expense of the Participant.
- f) **Extension of stay:** Any costs for an extension of stay for personal purposes will need to be covered by the Participants themselves (see 1.5 b)

1.2 Nominations

For every RTA, CEPOL sends an invitation for nomination of Participants through its National CEPOL Unit (CNU) so they can distribute it to the relevant audience in their country, so that potential participants and their line managers can make an informed decision about participation. It is the responsibility of the Participant and the CNU to comply with any internal national provisions. Participation is only possible after nomination via the CNU. Self-nominations will not be accepted.

1.3 Invitation documents

The CNU will distribute the information on the RTA including the following documents:

- a) **Invitation Letter:** a letter summarising the RTA, date and location and the logistical details as well as a deadline for nominations;
- b) **Curriculum:** this document was designed by an experienced and qualified Activity Manager and includes details on and requirements for the specific RTA;

- c) **Programme:** this is usually a draft document which provides an overview of the individual topics with a time schedule; content and names of Trainers may be added at a later stage.
- d) **Participant Profile.** The Participant Profile, if required, must be completed by the potential Participant in as much detail as possible in order to enable the Activity Manager to make a selection of suitable Participants in line with the requirements stipulated in the Curriculum. The completed Participant Profile must be sent to the CNU, who will forward it to the Organiser.
- e) **User's Guide for Participants of CEPOL Residential Training Activities** (the present document).
- f) **Website:** Further detailed information about CEPOL's activities can be found on its website under www.cepola.eu.

1.4 Prerequisites for nomination

- a) **Prerequisites:** Potential Participants, before putting themselves forward for nomination, must make sure that they fulfil the requirements for participation as formulated in the Curriculum under Target Group. This includes any prior experience, knowledge and skills concerning the subject matter.
- b) **Language:** Knowledge of the language which the course is held in – in most cases English – is also a prerequisite for nomination. The Participant is required to have language skills that enable them to participate passively and actively in the learning process before, during and after the RTA.

1.5 Registration and Travel Request

After selection, Participants will receive various documents concerning the RTA and their participation in it, which they must study carefully to ensure they are fully informed about the logistical details and any requirements they need to fulfil before the RTA. These documents are the following:

- a) **Confirmation letter:** Potential Participants will receive a letter confirming their acceptance and providing logistical details together with the Activity Curriculum and a draft Programme. The letter also invites Participants to register on the CEPOL e-Net in order to gain access to the CEPOL Learning Management System (LMS) (see 1.8), and will indicate any software or hardware requirements² (e.g. laptops, specific programmes, etc.).
- b) **Registration & Travel Request (RTQ):** Participants will then need to complete a registration & travel (RTQ) form, which they will receive from the Activity Manager or the CNU, and return this to them. The RTQ form needs to feature all required details as these are relevant for booking. For booking purposes it is pertinent that the name of the participant indicated must be the same as the one in the passport or any other ID document - it is the responsibility of the Participant to comply with this requirement !
- c) **Travel:** The RTQ form also provides space for suggesting specific preferred travel options. It is to be noted that both travel and accommodation will be booked and paid by CEPOL only for the length of the RTA as indicated in the Invitation Letter, Curriculum and Programme including arrival on the day before the start of the RTA and departure on the afternoon/evening of the last day of the RTA or, only if no suitable travel options are

² For IT and cyber-related subject matters, computers and software are usually provided.

available, on the day following the end of the RTA. It is possible that the Participant may need to leave the RTA sometime before the end of the RTA, if their return travel arrangements require so. In case the Participant wishes to extend their stay, they can do so at their own expenses and they will be responsible for booking additional nights as well as the flight connected with their extension (CEPOL will only book a single flight in that case).

- d) **Accommodation:** CEPOL will book a hotel at a minimum standard of three stars.
- e) **Meals:** Participants are invited to indicate specific dietary needs they may have in the RTQ form.
- f) **Further documents:** The above-mentioned Curriculum and Programme will also be included. Participants are asked to take accurate note of their content.

1.6 Travel and accommodation booking

- a) **E-tickets and hotel confirmation:** Accommodation and travel will be booked by a Travel Agent with which CEPOL has a cooperation contract. They will send e-tickets for travel and confirmation of hotel reservations directly to the Participant's email address.
- b) **Problems during travel:** In case any problems with the flight occurs, the Participant should contact the helpdesk of the flight company, not CEPOL nor the Travel Agent.

1.7 Cancellation or postponement of the activity

In case of cancellation or postponement, Participants will be informed by the Organiser or their CNU.

1.8 e-Net and LMS

- a) **CEPOL's website:** This can be found under www.cepola.europa.eu. There Participants can find a button to register or log in to the CEPOL e-Net.
- b) **Registration on the e-NET:** In the Confirmation Letter (see 1.5), Participants are invited to register on the CEPOL e-Net in order to gain access to the Learning Management System (LMS) where they will find their Activity Landscape including RTA documents, discussion platforms, learning material, links, pre- and post-RTA assignments, feedback forms for RTA assessment, and other documents. This registration is a prerequisite.
- c) **Confirmation of registration:** After registration on the e-Net by the Participant – instructions can be found on the homepage of CEPOL's e-Net ([e-Net Registration Link](#)) – the National e-Net Manager (NeM) will review the Participant's application, which may take a day or two. The Participant will be informed by email of the NeM's approval after which they can log in.
- d) **Learning Management System (LMS):** On the e-Net, they will be able to access all kinds of services including Residential activities, webinars, online courses and modules, the e-library, e-Journals and others. The specific RTA can be found under "Courses, Seminars and Conferences (LMS)". In order to be able to see and access the specific RTA, the Participant needs to be enrolled by the Activity Manager. If the Activity Manager does not find the name of the Participant in the e-Net for the enrolment, this means the Participant is not registered on the e-Net and cannot access the Activity Landscape. It is the responsibility of the Participant to ensure they are registered. For support, they should contact their CNU and/or NeM.

- e) **Introduction:** Participants are invited to introduce themselves before the beginning of the RTA by means of the “Who is Who?” section or the General Discussion Platform.

1.9 Sickness or absence for other reasons

- a) **Information and justification:** In case a Participant cannot participate in the RTA for medical reasons, in case of a serious emergency in the immediate family or in case of a natural calamity, or also in case of emergency operations in response to natural or man-made disasters, they must inform their CNU and the Activity Manager, and they must send a justification document to their CNU, who will then forward this to CEPOL. no recovery of costs will be made. The same is valid in case of a large scale mobilisation due to the need to prevent or respond to a terrorist attack.
- b) **Costs:** No costs will be recovered in the above case as long as a rustication document has been received.

1.10 General remarks

- a) **Instructions:** Participants are asked to read all the provided documents before the RTA begins and to follow all instructions provided by the Activity Manager.
- b) **No meal attendance:** In case a Participant does not want to attend any or some of the meals provided by the Organisers, they must advise the Activity Manager before the RTA takes place so adjustments with catering services or the hotel can be made.
- c) **Suggestions by Participants:** Any ideas for curricular or extra-curricular activities during the course by Participants are welcome and should be shared with the Activity Manager. Whether they will be taken on board is at the discretion of the Activity Manager and they can only be followed up as long as they do not imply additional costs.

2 - During the Residential Training Activity

2.1 Roles and Responsibilities during the Residential Training Activity

- a) **Activity Manager:** The RTA will be designed, moderated and monitored by an experienced facilitator qualified and trained in designing and delivering learning services, in supporting the learning process and managing the learning environment. The facilitator is called Activity Manager and they may be assisted by other competent staff involved in the organisation of the RTA. Activity Manager will be present throughout the entire RTA. If the Activity Manager is not available for health or other reasons, equally experienced and qualified replacement will be provided.

During the RTA, it behoves the Activity Manager to ensure that

- the learning environment is safe, secure, ergonomically suitable and conducive to an effective learning process;
 - Participants are informed at the beginning of the RTA about the security procedures and provisions of the facilities;
 - on the first day, Participants receive a folder including the final Programme and any other relevant information;
 - Trainers are available in line with the Programme and time schedule of the RTA;
 - learning resources are available as required;
 - the learning process is monitored and individual learning needs are attended to as far as possible;
 - attention is paid to the background of the learners and the related needs;
 - all Participants sign the Signature Lists;
 - complaints by Participants are attended to and solutions found where possible.
- b) **Participant's rights:** During the RTA, the Participant as a learner has the right to
- learn in a safe, secure and suitable learning environment;
 - on the first day, receive a folder including the final Programme and other relevant information;
 - receive suitable knowledge and information on the RTA subject matter;
 - engage with other learners and with Trainers;
 - express their opinion;
 - make suggestions to the Activity Manager and the group;
 - access documentation and learning material as well as other services during the RTA on the LMS;
 - obtain an Attendance Certificate provided they have completed the feedback form;
 - assess the RTA with regard to logistics, learning and Trainers' performance;
 - refuse their signature on the agreement for the use of personal image (individual and group photos);
 - refuse their signatures on the Signature List for sharing their contact details with the other Participants and Trainers;
 - attend any personally preferred social/cultural programmes as long as this takes place in their own time.
- c) **Participant's obligations:** During the RTA, the Participant as a learner is obliged to
- attend every session;

- pay attention and follow the instructions of the Activity Manager concerning the implementation of the activity, in particular with regard to the facilities and the security measures;
- sign the Signature List in order to confirm their consumption of hotel nights and meals;
- sign the Signature List to confirm that they have taken note of the information and instructions concerning security and safety measures;
- contribute actively to the learning process;
- pay attention to any copyright instructions for the photocopying, use and distribution of printed material as well as electronic media (e-books etc.) and comply with the provisions of copyright protection;
- conduct themselves in accordance with professional and ethical principles.
- contribute to the assessment process by completing the feedback form on the LMS at the end of the RTA.

2.2 Assessment

- a) **Purpose:** At the end of each RTA, an assessment procedure³ will take place with the intention to use the outcome for the improvement of further activities on the subject matter.
- b) **Method:** In general, assessment will be done at the end of the RTA by means of a feedback form on the LMS, which provides the Participant with the opportunity to self-assess their own learning, assess the performance of the Trainers, and provide feedback about the quality of the logistics and facilities. During the RTA, the Activity Manager will monitor the learning progress by keeping an eye on individual needs of Participants. In some cases, Activity Managers may choose to present a test or a daily assessment sheet to the Participants. This may also aid the self-assessment of the Participants with regard to the knowledge/skills they may have obtained or developed throughout the RTA.
- c) **Sharing of outcomes:** These data will be used for an evaluation of the RTA and will flow into a Trainer's Report, which will then be shared with Activity Managers of any future RTA on the subject matter. Access to assessment results shall be given only to those with established authority or legitimate consent to view the information with regard for principles of fairness, transparency and confidentiality. This means, the results of tests or daily assessment forms will only be accessible to the Participants and the Activity Manager. Individual test results will not be shared with line managers or anyone else outside the RTA.

2.3 Certificate

- a) **Type:** At this point, CEPOL only provides a certificate confirming the attendance of the RTA by the specific Participant.
- b) **Content:** The certificate will indicate the name of the Participant, number and title of the RTA, the number of hours and the learning outcomes.
- c) **Prerequisite:** The certificate can be downloaded on the LMS by the Participant, however, only after having completed the assessment procedure.

³ <https://www.cepola.europa.eu/sites/default/files/12-2016-GB.pdf>

2.4 Incidents and complaints

- a) **During the RTA:** Any complaints, suggestions and dispute resolutions during the RTA can be taken to the Activity Manager, who will try and take suggestions on board and find solutions where possible.
- b) **Outside of the RTA schedule:** In case of any incidents concerning security or health or other that happen outside of the RTA schedule, the Activity Manager is to be informed. Here, the hotel staff or the Embassy of the Participant's country may also be of use.
- c) **At the end of the RTA:** For any criticism or complaints that cannot be shared immediately with the Activity Manager on the spot, there is the possibility to use the open questions in the feedback form to be completed on the LMS at the end of the RTA (see 2.2). Participants may also submit their complaint in a written format to the functional email box under training@cepol.europa.eu. CEPOL will review and respond to the submitted complaint in a timely manner.

3 - After the Residential Training Activity

3.1 Cascading

It is recommended that Participants share the newly gained knowledge with their colleagues back at work and others who may benefit from this. This will support the development of a law enforcement network across and beyond the EU Member States and the enhancement of cross-border cooperation.

3.2 LMS Availability

The Activity Landscape on the LMS will remain available until the end of the calendar year after the year in which the RTA took place. All Participants and Trainers will have the right to access the documents, links, discussion platform and other services connected with the RTA. Only authorised persons will have access to these documents. After expiry of this period, the former Participants will still have access to the e-Net and use the services there available.

3.3 Post-course assessment

In the following calendar year – four to fourteen months after the activity has taken place –, CEPOL will request both Participants and their line managers to participate in a post-course assessment in order to obtain information about the long-term effect of the RTA and the longevity of the knowledge and skills gained thereby. For this, they have the right to consult all RTA documents. The results of this assessment will be used for the improvement of further activities on the same subject matter and will not be shared with anyone apart from the questioned persons involved and future Activity Managers.

GLOSSARY

Activity Landscape	Site dedicated to a specific RTA to support learning and networking before, during and after the RTA, including a discussion platform, links and documents for learning, feedback forms etc.
Activity Manager	Person responsible for the running of the RTA and for supporting the learning process, whose profile will be given in the Curriculum.
Assessment	Gathering of data and feedback from the Participant in order to measure the effectiveness of the learning material and input provided in the context of the RTA and to use for improvement of any other Activities on the same subject matter.
Attendance Certificate	Proof of participation in a specific RTA.
CEPOL National Unit	National Contact Point for any matters relating to CEPOL.
Confirmation Letter	Letter sent by the Activity Manager or the Organiser to the nominated Participant confirming that they have been selected to participate in the RTA they were nominated for.
Curriculum	Annually reviewed description of the RTA including details about the Organiser, Activity Manager, location, time, number of hours of instruction, target group, aim, learning strategy, mode and resources, learning outcomes, assessment, certificate, etc.
e-Net	CEPOL's online learning and training platform available at www.cepola.europa.eu
Evaluation	Analysis of the data provided by learners and Trainers to be used for potential improvement of the RTA
Invitation Letter	Letter with details about the RTA sent by the Organisers to the CNU asking for nominations.
Learning environment	Classrooms and other physical or virtual spaces used for learning.
Learning resources	Material, environment, human resources, information or other assets that can be drawn on in order to facilitate learning.
Learning service provider	Organisation providing learning services outside formal education including any associates involved in the provision of learning service.
LMS	Learning Management System on CEPOL's e-Net providing learning options including, amongst others, online modules, online courses, webinars and information about the Exchange Programme.
Organiser	Institution that is responsible for the organisation of the RTA.
Participant	Natural persons working in law enforcement (as stipulated by Article 2 of the CEPOL Regulation ⁴) services, who benefit from an RTA after having been nominated by an EU Member State, third parties having a working arrangement with CEPOL or who are beneficiaries of CEPOL capacity building projects or who cooperate with CEPOL on an ad-hoc basis.
Participant Profile	Form for the potential Participant to complete providing insight into their prior knowledge and experience concerning the subject matter of the RTA.
Registration & Travel request (RTQ)	Form to be completed indicating travel, meal and accommodation needs of the participants and to be sent to the Organiser; at the same time valid as a registration for the RTA.
Trainer	Natural person with specific knowledge/experience on the subject matter and who transfer this knowledge to the Participants in the context of an RTA upon invitation by the Activity Manager.

⁴ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32015R2219>

Travel Agent	Agency engaged by CEPOL by means of procurement for the booking of travel and accommodation.
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